GOVERNMENT OF INDIA
NEW AND RENEWABLE ENERGY
LOK SABHA

UNSTARRED QUESTION NO:4666
ANSWERED ON:15.12.2016
Non-Compliance of Norms/Guidelines by Private Companies
Kaswan Shri Rahul

Will the Minister of NEW AND RENEWABLE ENERGY be pleased to state:

(a) whether the Union Government has received any complaints regarding non-compliance of norms and guidelines including flouting of norms for quality maintenance, repair and exchange of the solar pumps and other solar systems for supply of solar energy to farming activities during guarantee/insurance period by the private companies across the country during the last three years and the current year;
(b) if so, the details thereof and the action taken by the Union Government thereon, State/UT-wise including Rajasthan;
(c) whether there are differences in quality and water drawing capacity of solar pumps installed by M/s Modern Solar Private limited and M/s Jain Irrigation Private Limited in Rajasthan particularly in Bikaner region;
(d) if so, the details thereof and the action taken by the Union Government thereon;
(e) whether the Union Government has set up any committee/board or constituted a special team to carry out inspections at the fields of farmers from time to time to test the quality of solar pumps installed by private companies and to take appropriate action on those private companies which flout norms; and
(f) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF STATE FOR POWER, COAL, NEW AND RENEWABLE ENERGY & MINES (INDEPENDENT CHARGE) (SHRI PIYUSH GOYAL)

(a) & (b): Whenever Ministry of New & Renewable Energy (MNRE) receives complaints about off-grid applications, these are forwarded to channel partners for its rectification and also to State Nodal Agencies for monitoring/confirmation. Further, these complaints are put on website for necessary action by the concerned. Once the issue is resolved, complaint is removed from the website, after customer satisfaction letter submitted by the supplier/company.
(c) & (d): Water drawing capacity varies from site to site, depending upon the water table.
(e) & (f): Supplier has to provide Annual Maintenance of 5 years for the supplied systems. State Nodal Agencies (SNAs) of MNRE have the responsibility for inspection/monitoring of systems in their State. SNA takes appropriate action, if the systems in the field are found non functional.
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